Request for Information

Department of Health and Human Services Offsite Immunization Registry Hosting (WebIZ)

RFI OIT-0100

Issued Date: Oct. 11, 2010

Communications regarding the RFI are to be directed to:

Dale Valitutti, Nevada Department of Health and Human Services, Health Division
Immunization Program
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VENDOR INFORMATION SHEET FOR RFI NO: OIT-0100

Vendor Must:

   A) Provide all requested information in the space provided next to each numbered question;
   B) Type or print responses; and
   C) Include this Vendor Information Sheet in Tab III, State Documents of the RFI.

V1	Firm Name	

V2	Street Address	

V3	City, State, ZIP	

V4	Telephone Number		
	Area Code:	Number:	Extension:

V5	Facsimile Number		
	Area Code:	Number:	Extension:

V6	Toll Free Number		
	Area Code:	Number:	Extension:

V7	**Contact Person for Questions, including address if different than above**	
	Name & Title:	
	Address:	
	Email Address:	

V8	Telephone Number for Contact Person		
	Area Code:	Number:	Extension:

V9	Facsimile Number for Contact Person		
	Area Code:	Number:	Extension:

V11	Signature	
	Signature:	Date:

A Request for Information (RFI) process is different from an Invitation to Bid. The State expects vendors to propose creative, competitive solutions to the agency's stated problem or need, as specified below. The information will be used in planning and budget construction. However, the state is not obligated to any vendor through this process, nor does it have any expectations of the responding vendors. If a project receives funding the next phase is a formal Request for Proposal and Invitation to Bid.

PROJECT INFORMATION

1. OVERVIEW OF PROJECT

Nevada WebIZ is the Nevada State Immunization Information System (IIS) (or the immunization registry) application and it supports the Nevada State Immunization Program (NSIP). It is a web-based software application that stores immunizations in one location. Doctors, nurses, schools, and other medical professionals who use Nevada WebIZ can access a person's immunization record, record the vaccinations they administered, and see other vaccinations that a person has received. It is used by over 700 providers and 5,000 users across the state as they administer vaccinations to their patients. Nevada WebIZ currently holds over 2 million patient records with more than 19 million vaccinations. Immunization registries assist providers in managing their patients' immunization information in one location, therefore reducing duplicate vaccinations, and consolidating scattered immunization records. Nationally, immunization registries help improve vaccination coverage levels.

This document will describe what the Nevada State Immunization Program (NSIP) deems necessary to keep the Nevada WebIZ system available to the user community 24x7. It should also be understood that the system will grow 30 to 50 percent in the next two to five years and any hosting site should be able to adapt to these changes as needed.

It is the goal of the Immunization Program to meet or exceed all requirements in support of the Nevada WebIZ user community

1.1 GOALS AND OBJECTIVES

Through technology improvements the State of Nevada will be making the Nevada WebIZ system highly functional in a way that is equitable to the State of Nevada and the user community that it serves.

1.1.1. Expected Functionality of Server Environment:
- Accessible via the internet from anywhere in the state of Nevada
- Available to users 24x7x365
- Ability to scale incrementally as the Registry user base continues to grow
- Vendor reliability for support and maintenance 24x7
- 99.99% system up time
- A solution that adequately addresses redundancy for the production environment

1.1.2. Benefits:
- Faster response time for the users
- Nearly continuous System availability for the users

- Ability to satisfy CDC requirements:
    1. Program Support – Identify populations at high risk for vaccine preventable diseases
    2. Consolidate Records – Combine immunization information from different sources into a single record
    3. Privacy and Confidentiality – Protect the privacy of all users, including children, families, and providers
    4. Timely Immunization – Remind families when an immunization is due
    5. Clinical Decision Support – Help providers and parents determine when immunizations are due
    6. Data Exchange – Capability for exchanging immunization information with immunization healthcare providers
- Improving the state's standing in immunization recordings
- Accessibility for registered immunization health care providers, hospitals, schools, pharmacists, and some day care providers.

2.   PROJECT BACKGROUND

2.1   HISTORY, ISSUES AND ASSUMPTIONS

In 2003, the Nevada State Immunization Program (NSIP) implemented the immunization registry software WebIZ developed by Envision Technology Partners, Inc. Nevada WebIZ, the Nevada Immunization Information System (IIS), is a web-based system that electronically stores immunization records for both children and adults residing in Nevada.

As with all immunization registries, Nevada WebIZ is designed to consolidate immunization records into one electronic database for approved users to reference and record immunization information. This contributes to providing the most complete immunization record on children and adults.

Registered immunization health care providers, hospitals, schools, pharmacists, and some day care providers have access to Nevada WebIZ to either record and/or view immunizations on children and adults.

In August of 2010 the NSIP was awarded funds to enhance the current functionality of Nevada WebIZ. This includes moving Nevada WebIZ into a new 3-tier server environment where resources do not need to be shared with other applications. The primary goals of this environment are:

- Improve performance for the current end users
- Support the significant growth of the system anticipated over the next 5 years
- Allow 7x24 access to the WebIZ vendor in order for them to complete their maintenance and support activities

Currently Nevada WebIZ is experiencing exponential growth with upgrading to a .NET platform, utilizing Health Level Seven (HL7) data exchange, and new users and data. Growth should be expected to be from 30 to 50 percent over the next two to five years. The current WebIZ system

is holding over 2 million patient records with more than 19 million vaccinations with 5,000 users accessing the database.

Currently Nevada WebIZ is set up on the following:
- One web server
    - Windows Server 2003 32 bit
    - IIS 6.0
    - Supports the production and test/training environments
    - Also supports the HL7 interface web service for both environments
- One database server
    - Windows Server 2003 32 bit
    - 4GB memory (recently upgraded from 2GB)
    - Microsoft SQL Server 2005
    - Supports the production and test/training instances of the database

Future (March 2011) Nevada WebIZ set up:
- For the production environment:
    - Web Server
        - Windows Server 2008 64 bit
        - IIS 7.0
        - Memory: 4GB
        - Disk Space: 80GB +/-
        - 3 Drives (Raid 5)
        - SSL certificates could be negotiated between the vendor and the State
        - The option to expand to multiple, load-balanced web servers in the future (as user demand continues to increase)
    - Application Server
        - Windows Server 2008 64 bit
        - IIS 7.0
        - Memory: 4GB to 6GB
        - Disk Space: 80GB +/-
        - 3 Drives (Raid 5)
        - Symphonia licenses could be negotiated between the vendor and the State
        - The option to expand to multiple, load-balanced web servers in the future (as user demand continues to increase)
    - Database Server
        - Windows Server 2008 64 bit
        - Microsoft SQL Server 2008
        - Minimum of 8GB of memory
        - Disk Space: 150GB +/-
        - 3 Drives (Raid 5)
        - SQL Server license could be negotiated between the vendor and the State
- For the test/training environment, NSIP would like a similar environment. The server configuration (e.g., O/S and other COTS products) should be identical. However, NSIP would consider a lesser configuration in other areas (for the test/training environment only) if it leads to a significant cost reduction. The test/training environment does not have the same user load as the production system, and we'd rather focus our limited financial resources on ensuring the production system is adequate.

If nothing is done to address how Nevada WebIZ is currently hosted and housed then over 700 providers and 5,000 users will continue to experience severe system latency. Without the appropriate servers to host Nevada WebIZ the program will not be able to move forward with .NET and Health Level Seven data exchange in a successful manner and will only continue to experience latency.

Nevada WebIZ is supported through the CDC National Immunization Program (NIP) and mandated under statute by the state of Nevada. As stated: Nevada Revised Statute (NRS) 439.265 and corresponding Nevada Administrative Codes mandate any vaccination administered in Nevada to a child or adult must be recorded into Nevada WebIZ. Therefore, Nevada WebIZ must be a fully functioning and accessible system.

2.2 AGENCY

2.2.1 Organization and detailed description of functional units;
The Nevada WebIZ Program is located in the Immunization Program within the State Department of Health and Human Services in the Nevada State Health Division. The Nevada WebIZ Program is a CDC mandated program and is an online computer immunization registry. Nevada WebIZ stores vaccinations in one location. Doctors, nurses, schools, and other medical professionals who use Nevada WebIZ can access a person's immunization record, enter the vaccinations they administered, and see other immunizations that a person has received.

2.2.2 Office locations;
The Nevada WebIZ Program is located at the Nevada State Health Division, 4150 Technology Way, Suite 210, Carson City, NV 89706. Nevada WebIZ is an online database that over 700 providers and 5,000 users have access to via the internet. These providers are located throughout Nevada and in several Nevada border cities.

2.2.3 Staffing (counts and locations and any restrictions on time on project);
The Nevada WebIZ Program Manager, ARRA Project Manager, and Envision Technology Partners are responsible for this enhancement project. There is a time restriction on this project due to time sensitive funding. Moving Nevada WebIZ to be hosted and housed in a different environment must be completed by March 31, 2011.

2.2.4 Relationship to the current project;
This RFI is related to the current project due to the fact that Nevada WebIZ needs to be hosted and housed in an appropriate environment to continue the exponential growth. How the system is currently hosted and housed does not allow for further growth and will only lead to continued latency.

2.2.5 Project Staffing & Management;
All related activities to enhance and improve Nevada WebIZ in how it is hosted and housed will be managed by the Nevada WebIZ Program Manager, ARRA Project Manager, and Envision Technology Partners.

2.3 COMPUTING ENVIRONMENT – CONTEXT AND STANDARDS

The current environment is comprised of a web server and an application/database server that is housed on a virtual machine. Resources are shared with other agency programs and applications on the same virtual machines. The test/train database and the production database reside on the same machine. This environment increases the latency and system reporting issues. Many users report wait times of up to 2 minutes for a response from the system. It would be expected that an immediate response would be the norm.

At a minimum the production environment would need a web server, application server, and database server or a combination in a standalone environment. The test/train environment would be separated from production and not share any physical servers. Test/train would be implemented on their own web server, application server, and database server. These could be in a Storage Area Network (SAN) environment but that is not preferable.

All hardware should be of the latest configuration. The vendor should use industry standards for configurations that would be most economical to the state. It has been suggested that the configurations start out as 64-bit machines with 8GB of memory. The state would like to see the vendor suggest a properly configured environment given the information in Section2.1.

The State of Nevada has certain security expectations. The IIS has strict adherence to the Health Insurance Portability and Accountability Act (HIPAA). The following is an excerpt from the Nevada Revised Statutes. It is expected that NRS 603A.210 and NRS 603A.215 Part 2 would be used as the guideline for security of the data in the IIS.

NRS 603A.210 Security measures:

1. A data collector that maintains records which contain personal information of a resident of this State shall implement and maintain reasonable security measures to protect those records from unauthorized access, acquisition, destruction, use, modification or disclosure.
2. A contract for the disclosure of the personal information of a resident of this State which is maintained by a data collector must include a provision requiring the person to whom the information is disclosed to implement and maintain reasonable security measures to protect those records from unauthorized access, acquisition, destruction, use, modification or disclosure.
3. If a state or federal law requires a data collector to provide greater protection to records that contain personal information of a resident of this State which are maintained by the data collector and the data collector is in compliance with the provisions of that state or federal law, the data collector shall be deemed to be in compliance with the provisions of this section.

NRS 603A.215 Security measures for data collector that accepts payment card; use of encryption; liability for damages; applicability

2. A data collector doing business in this State to who subsection 1 does not apply shall not:
   (a) Transfer any personal information through an electronic, non-voice transmission other than a facsimile to a person outside of the secure system of the data collector unless the data collector uses encryption to ensure the security of electronic transmission; or
   (b) Move any data storage device containing personal information beyond the logical or physical controls of the data collector or its data storage contractor unless the data collector uses encryption to ensure the security of the information.

Backup guidelines that should be considered for this environment are as follows:

- Multiple generations of the backups shall be maintained to ensure recovery should any of the backups not recover properly and at least one of those backups stored off-site.
- Agencies not having media management systems shall ensure backup media has proper labeling, providing, at a minimum, the date of the backup, person accomplishing the backup, and identification of the system.
- Backup logs shall be maintained to track backup media, files backed up on the media, data and time of the backup.

There should also be an incremental backup daily and either bi-weekly or monthly full backups keeping a set on site and another at an offsite location. The offsite location would need to be reviewed and approved by the Department of Information Technology. Also, environmental and security controls are as important to the offsite location as they are to hosting site. The state would require at least (at a minimum) one yearly inspection of the hosting facility as well as the offsite location.

The new environment must also support real-time queries and updates submitted by Electronic Medical Record/Health Electronic Record (EMR/EHR) systems around the state via the Registry's HL7 interface. This interface is exposed as a web service to these systems.

2.4 PROJECT DEPENDENCIES AND TIME CONSTRAINTS

Finding an environment that can support and sustain the WebIZ system is only one phase of the overall Immunization project. This phase needs to be completed by the end of March 2011.

VENDOR INFORMATION

3. COMPANY BACKGROUND

3.1 PRIMARY VENDOR INFORMATION

Vendors must provide a *brief* company profile. Information provided shall include:

3.1.1 Company background/history

3.1.2 Length of time vendor has been providing services described in this RFI to the public and/or private sector. Please provide a brief description.

3.2 VENDOR PROJECT MANAGEMENT & TIMELINE

3.2.1 Vendors must submit a preliminary project timeline as part of the information provided. This should correspond with the time constraints addressed in Section 2.4, Project Dependencies and Time Constraints and can be included as part of Attachment C. Supporting Details. A Gantt chart is preferred.

3.2.2 Vendors must provide a written description of their project management methods and strategy for this project.

3.2.3 Vendors must provide information on proposed staff deployment for both implementation and ongoing support.

3.3 PROJECT SOFTWARE TOOLS

3.3.1 Vendors must describe any software tools and equipment resources to be utilized during the course of the project including minimum hardware requirements and compatibility with existing computing resources as described in **Section 2.3, Computing Environment – Context and Standards**.

3.3.2 Costs and training associated with the project software tools identified must be included in **Attachment B Project Costs.**

SYSTEM INFORMATION

4. SUMMARY OF VENDOR'S PROPOSED SOLUTION

4.1 EXECUTIVE SUMMARY

Vendor must describe how in brief general terms how their solution can fit the State's requirements and any specific benefits that the State would have by choosing this approach over other alternatives.

5. FUNCTIONAL AND TECHNICAL REQUIREMENTS

5.1 VENDOR RESPONSE TO REQUIREMENTS

Vendors must explain in sufficient detail how the vendor will satisfy the Department of Health and Human Services, Health Division Immunization Program project requirements described below and in **Attachment A, Requirements Matrix**. If subcontractors will be used for any of the tasks, vendors must indicate what tasks and the percentage of time subcontractor(s) will spend on those tasks.

5.2 REQUIREMENTS MATRIX

Vendor must:

5.2.1 Present the platform requirements for efficient operation of the system.

5.2.2 Review the requirements matrix carefully to insure that the proposed system design addresses all of the requirements.

5.2.3 Tie each data element/function to the vendor's project plan by task number.

5.2.4   Vendors must respond to all of the requirements by properly coding and indicating how the requirement is satisfied. The proposed costs and project plan must reflect the effort needed to satisfy the requirements.

5.2.5   Identify, for each of the system requirements identified in the requirements matrix its condition based upon the Codes provided in the Key in the **Attachment A, Requirements Matrix**.

5.2.6   Identify whether each requirement is in the firm fixed price included within the cost proposal.

5.2.7   Describe how the proposed system meets the requirements specified within this RFI.

6.   PROJECT COSTS

6.1   COST SCHEDULES

The Cost Schedules to be completed for this RFI are embedded as an Excel spreadsheet in **Attachment B, Project Costs**.

6.1.1   Project Costs: Each table in the Excel spreadsheet in **Attachment B, Project Costs** must be completed and detailed backup must be provided for all cost schedules completed.

6.1.2.   Ongoing Support Costs: The vendor should include all support costs for services and deliverables. Proposers must provide a three (3) year fee schedule with the following information:

A.   Listing of each product;
B.   Original project proposed price;
C.   Annual licensing fee, if applicable;
D.   Annual maintenance fee; and
E.   Percentages of the original amount for each fee

SUBMISSION DETAILS

7.   SUBMISSION REQUIREMENTS

7.1   RFI SUBMISSION TIMELINE

The following represents the proposed timeline for this project (RFI). All times stated is Pacific Time (PT).

TASK	*DATE/TIME*
Deadline for submitting first set of questions	Oct. 28, 2010 @ 2:00pm
Answers to first set of questions submitted available	On or About **Nov. 5, 2010**
Deadline for submitting second set of questions	**Nov. 19, 2010 @ 2:00pm**
Answers to second set of questions submitted available	On or About **Nov. 29, 2010**
Deadline for submittal of Reference Questionnaires	**Dec. 3, 2010 @ 2:00pm**
Deadline for submission and opening of proposals	**Dec 15, 2010 @ 2:00 pm**

NOTE: These dates represent a tentative schedule of events. The State reserves the right to modify these dates at any time, with appropriate notice to prospective vendors.

7.2   PROPOSAL PACKAGING

7.2.1   Hardcopy or email submissions are accepted. Email submissions shall indicate:
　　　　TO: Dale Valitutti
　　　　FR: Vendor's Name
　　　　RE: RFI#, Closure Date, RFI Name
　　　　The body of the email should address any particular notes that will make evaluation easier and improve use in building a budget.
　　　　SIGNATURE: Please use the key vendor contact's name and contact information as a signature.

7.2.2   Proposal may be modified by facsimile, e-mail or written notice provided such notice is received prior to the announced closure date.

7.2.3   Hard copy submissions shall be submitted to the State and be clearly marked as follows:

Dale Valitutti **State of Nevada, Health Division** **Immunization Program** **4150 Technology Way** **Carson City, NV 89706**	
RFI NO:	OIT-0100
RFI CLOSURE DATE:	Dec. 15, 2010
FOR:	Offsite Immunization Registry Hosting
VENDOR'S NAME:	

7.3 RFI FORMAT AND CONTENT

7.3.1 Title Page

The title page must include the following:

A. Technical Information and Quote for: "Offsite Immunization Registry Hosting";

B. RFI No. OIT-0100;

C. Name and Address of the vendor;

D. RFI Opening Date: Dec. 15, 2010

7.3.2 Vendors Proposed Solution

A. Executive Summary

7.3.3 Attachment A – Requirements Matrix: Vendors must include their completed Requirements Matrix as detailed in Attachment A. Vendors are required to provide both a hard copy and soft copy response to the requirements matrix. The soft copy response must remain in the same format as the MS Excel spreadsheet provided with the RFI and be clearly labeled on the CD along with the RFI # and vendor name.

7.3.4 Attachment B – Cost Sheet: Cost proposal must be in the format identified in Attachment B, Project Costs.

7.3.5 Attachment C – Other Supporting Documentation: This attachment and others, sequentially lettered can be added to support the Requirements Matrix, and the Cost Sheet estimates. Vendors must include any other applicable reference material in this section clearly cross referenced with the proposal response.

7.4 WRITTEN QUESTIONS AND ANSWERS

For purposes of addressing questions concerning this RFI, the sole contact will be the Health Division as specified on Page 1 of this RFI. Responses to questions will be coordinated through the Health Division.

7.4.1 Questions must be addressed and sent to the individual identified on Page 1 of this RFI.

7.4.2 All communication regarding this RFI must include the following:

7.4.2.1 RFI #;

7.4.2.2 Vendor Name;

7.4.2.3 Contact Name;

7.4.2.4 Address:

7.4.2.5 Telephone Number; and

7.4.2.6 Email Address.

7.4.3 The deadline for submitting questions is as specified in **Section 7.1, RFI Timeline**.

7.4.4 All questions and/or comments will be addressed in writing and responses emailed or faxed to prospective vendors on or about the date specified in **Section7.1, RFI Timeline**.

8. TERMS AND CONDITIONS

COSTS ARE ESTIMATES OR BUDGET BUILDING PURPOSES ONLY. THERE IS NO COMMITMENT ON THE PART OF EITHER THE VENDOR TO THE STATE OF NEVADA; OR ANY OBLIGATION BY THE STATE TO THE VENDOR. VENDORS MUST CONSIDER THAT THIS IS DIFFERENT FROM A REQUEST FOR PROPOSAL (RFP) WHERE LOW COSTS ARE THE TARGET. IN THIS CASE, IF COSTS ARE ESTIMATED TOO LOW APPROPRIATE FUNDING MAY NOT BE BUDGETED TO ACQUIRE THE BEST SOLUTION.

For ease of evaluation, the information provided must be presented in a format that corresponds to and references sections outlined within this RFI. This will allow the agency to more easily create a budget based on a comparison and extraction of information from all respondents. Unlike an RFP where a single vendor is selected, each RFI response will be a potential contributor to part of the overall budget. All vendor responses will be held in confidentiality and not be available for public knowledge.

8.1 RFI SUBMISSION TERMS AND CONDITIONS

8.1.1 Any irregularities or lack of clarity in the RFI should be brought to the Health Division designee's attention as soon as possible so that corrective addenda may be furnished to prospective vendors.

8.1.2 Alterations, modifications or variations to a proposal may not be considered unless authorized by the RFI or by addendum or amendment.

8.1.3 Proposals may be withdrawn by written or facsimile notice received prior to RFI closure.

9.   SUBMISSION CHECKLIST

This checklist is provided for vendor's convenience only and identifies documents that must be submitted with each package in order to be considered responsive.

Part I – Technical Proposal – Submission Requirements	Completed
Title Page	
Table of Contents [Preferred but optional]	
Company Background [As described in Section 3]	
Summary of Proposed Solution	
Attachment A: Requirements Matrix	
Attachment B: Costs	
Attachment C: Supporting Details	

ATTACHMENT A – REQUIREMENTS MATRIX

Worksheet WEBIZ IT
RFI - 09282010 REVIS

Key to CODES for Requirements	
Condition	**Description**
S – Standard Function	The proposed system fully satisfies the requirement as stated. The vendor must explain how the requirement is satisfied by the system.
W – Workflow or System Configuration Required	Current functionality of the proposed system exists in the system and can be modified by a system administrator to meet this requirement.
M – Modification Required	The proposed system requires a modification to existing functionality to meet this requirement which requires a source code modification. The system will be modified to satisfy the requirements as stated or in a different format. The vendor must explain the modifications and include the cost of all modifications above and beyond the base cost in **Attachment B, Project Costs** of the proposal response.
F – Planned for Future Release	This functionality is planned for a future release. The vendor must explain how the requirement will be satisfied by the system and when the release will be available.
C – Custom Design and Development	The proposed system requires new functionality to meet this requirement which requires a source code addition. The vendor must explain the feature and its value, and include any cost above and beyond the base cost in **Attachment B, Project Costs** of the proposal response.
N – Cannot Meet Requirement	The proposed system will not satisfy the requirement. The vendor must explain why the requirement cannot be satisfied.
O – Other Software	If the requirement is to be satisfied through the use of a separate software package(s), vendors must identify those package(s) and describe how the functionality is integrated into the base system.

ATTACHMENT B – PROJECT COSTS

The cost for each task/deliverable must be complete and include all expenses, including travel, per diem and out-of-pocket expenses as well as administrative and/or overhead expenses. Detailed backup must be provided for all cost schedules completed.

Worksheet WEBIZ IT
RFI - 09072010.xlsx

ATTACHMENT C – SUPPORTING DETAILS